

Administrative Vendor - Performance Report October 2007

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.9%	29,391 applications processed in 4 days out of 29,428 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 143,591 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	2.7%	5,190 out of 143,591 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	1,752 returned in 2 days out of 1,752 voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	99.9%	19,957 out of 19,973 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%	71 out of 71 appeals
		100%	17,107 out of 17,108 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.8%	80,844 out of 81,003 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	10 blocked out of 197,214 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	0.6%	1,681 abandoned calls out of 197,214 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	87.6%	116,609 calls answered in 25 seconds out of 139,015 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	234 returned in 2 days out of 234 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report September 2007

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	98.3%	393 applications screened correctly out of 400 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	98.3%	393 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	98.1%	416 applications with correct eligibility determinations out of 424 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	84 appeals with correct appeal determinations out of 84 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	100%	1,314 correct and successful 834 transactions generated out of 1,314 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	99.5%	1,194 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	100%	1,200 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.